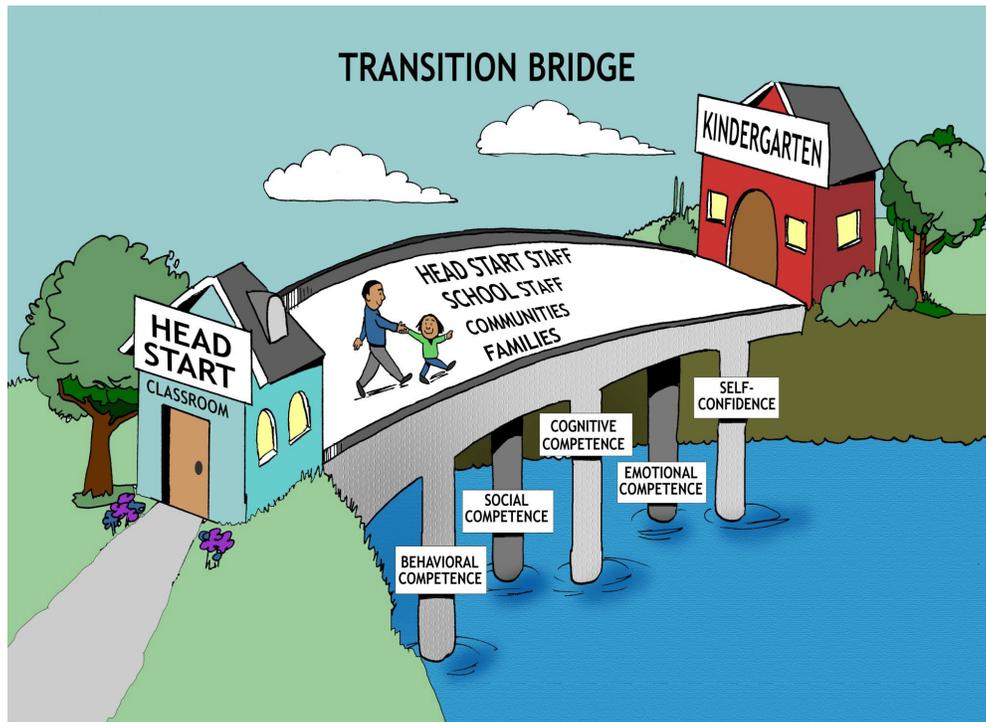




York County Head Start



Parent Handbook & Resource Guide



Center Name: _____ **Classroom Number:** _____

Teachers: _____

Family Service Specialist: _____

Classroom Phone Number: _____

Mission of Children and Family Services/Head Start

To develop partnerships that promotes quality opportunities for children’s educational readiness, at all levels of ability, and to foster success for families and staff.

**Department of
Community Services**

**Director
Brian P. Fuller**

**Deputy Director
Sheri L. Newcomb**



Administration
Children and Family Services
Housing and Neighborhood Revitalization

Juvenile Services
Parks and Recreation
Tourism Development

Welcome Head Start Children & Parents,

York County Head Start would like to welcome you and your family to the Head Start program. We are pleased that you have given us an opportunity to serve your family during the most important developmental years of your child's life. As your child's parent/guardian, you are your child's first and most important teacher.



It is our program's mission to "develop partnerships that promote quality opportunities for children's educational readiness at all levels of ability, and to foster success for families and staff". Each staff is highly committed to providing quality comprehensive services to families by focusing on the individualized needs of our students. At York County Head Start, we see ourselves as a community and we are committed to providing an atmosphere where families are growing and learning together.

While participating in the Head Start program, you will have many opportunities to help guide your family's services and participate in your child's education. We encourage parents to volunteer in the program and to take an active role in helping us to plan program services. By contributing to your child's school and classroom, you will be showing your child that you value learning and that you believe that learning is important.

The York County Head Start team welcomes you to the Head Start family, and we are looking forward to partnering with you throughout the school year as your child journeys towards becoming a lifelong learner!

If you have questions or if I can be of any assistance to you, please know that my door is always open.

Best Wishes,

Amber Richey, York County Head Start Director

Welcome

We are pleased and excited about having your family in our program! This Parent Handbook has been designed to provide Head Start families information about our program's services, policies and procedures. Please take time to familiarize yourself with our program and use this booklet as an easy reference throughout the year.

York County Head Start Centers

Main Office: 890-3888
1490 Government Road
Williamsburg, VA 23185
TDD# Hearing Impaired: 890-3300
Website: www.yorkcounty.gov/comser/childsvc

Bethel Manor Center

1797 1st Street
Hampton, VA 23665
890-3893 (A)
890-3890 (B)
Head Start Class
Monday – Friday
8:30 a.m. – 3:00 p.m.

Griffin-Yeates Center

1490 Government Road
Williamsburg, VA 23185
890-3888
Head Start Class
Monday – Friday
9:00 a.m. – 1:30 p.m.

Yorktown Center

131 Siege Lane
Yorktown, VA 23692
890-3887
Head Start Class
Monday – Friday
9:15 a.m. – 3:45 p.m.

For Resource Tips, Parent Activity Schedules, Emergency Closings,
and Disaster Updates call:

Information Hotline
890-3222

York County Head Start

Head Start Philosophy and Goals

York County Head Start is a comprehensive school readiness program that enhances the social and cognitive development of children between the ages 3-5 years and their families, regardless of sex, race, national origin or disability. We believe all children have the right to a quality preschool experience to help prepare them for school and later life. Our goal is to help every child learn the life skills that are so important in today's world, such as getting along with others, making healthy choices, and preparing them for entering the public school ready to learn.

We at York County Head Start provide warm, loving teachers and a safe learning environment, both physically and emotionally, to encourage exploration and productive problem solving. We provide a variety of materials and experiences for children to explore and experiment with, and help children develop the self-esteem and the self-confidence to gain independence and their own individual voices.

Parents play an important role in the education of their children and are encouraged to be as active as possible in the classroom as well as all other aspects of the program. Head Start believes that the parent is the child's primary educator and should be involved in every aspect of the program. Parents are encouraged to become active and informed about their child's development, strengths, areas of needed improvement, and interests. The program takes appropriate measures to maintain confidentiality and to protect child and family information.

Head Start Services

Education Services

All children enrolled in the Head Start program receive individualized services that meet his/her needs. At York County Head Start, we use **Teaching Strategies GOLD** by *Creative Curriculum* which uses techniques such as hands-on activities and exploration to help children learn. Teachers assess children's developmental progress using Teaching Strategies GOLD throughout the school year. At three checkpoints during the school year, the results of children's assessments are analyzed to measure the progress being made towards achieving the school readiness goals for each child and the program.

Children are screened at the beginning of the year to help teachers identify children's developmental skills/areas that need to be strengthened. The **BRIGANCE® Early Childhood Screens** is used by teachers to help them obtain a clear picture of children's knowledge and motor ability. The **Devereux Early Childhood Assessment (DECA)** is used to assess the social and emotional development of children. It evaluates the frequency of positive behaviors (strengths) exhibited by preschoolers in the areas of **Initiative, Self-Control, and Attachment**. In addition to the Brigance and DECA, all classrooms are observed by our Mental Health Consultant to help Head Start staff identify the needs of students and determine if the classroom environment is appropriate for each child.

By conducting a screening and assessment on your child, it helps the staff to: set goals for your child; individualize lessons to meet your child's educational needs; and measure your child's progress. The results of a child's screening and assessments are shared with the child's parent. Teachers and parents work together to write goals for each child and work together to help the child meet those goals by gaining new skills in preparation of kindergarten e.g. literacy skills; math skills; social skills; science skills; and physical skills. These skills teach the children to be creative, confident thinkers.

Health Services

At York County Head Start, a Certified Health Services Professional coordinates the delivery of health services, and is supported by program staff. Children receive health screenings within 45 days of enrollment which includes recording height, weight and BMI, vision, hearing, hemoglobin developmental, nutrition, and health history. These screenings tell us if your child needs to have further screenings to determine if there is a problem. If you have any questions about these screenings, please ask your child's teacher and/or the Health Services Program Administrator.

We are required to obtain your consent and provide the outcomes of these screenings to you. You will be notified of the results of your child's screenings, either through a note home, during home visits, or by a phone call. Parents have the right to refuse health screenings. If they choose to do so, they must sign the parent refusal form and submit it to Health Services staff. **If refusing health screenings, parents will be responsible for providing proof that required health screenings were completed by an outside provider to Health Services staff by the required deadline.**

Family Services

Family Services staff strives to partner and assist parents in setting and achieving their personal goals for themselves and their family. Family Services Staff will meet with you in your home, at the Head Start office, at your place of employment, or at a convenient location. These meetings will provide your Family Services Specialist with the knowledge to plan and offer support and resources as needed for reaching your goals that lead to higher education, parenting skills, and/or employment. We can refer you to organizations that can help you with Adult Basic Education Classes, English as a Second Language, Computer Classes, etc. We can also assist you in filling out Financial Aid, Medical, and College/Technical School forms.

Together with your Family Services Specialist, you will complete a Family Partnership Agreement to develop a written plan for establishing goals, taking action steps toward achieving your goals, and monitoring your progress. The program utilizes a Parent Survey and Family Needs Assessment to help determine the needs of families and the focus of parent trainings/activities.

Mental Health & Wellbeing

Children's growth and development are influenced by many things that happen in their lives and the relationships they have with others, such as family, friends, school, and their community. At Head Start, together with parents, we help build life skills that may help protect your child from violence, alcohol, and drugs, as well as other negative influences.

At York County Head Start, we work with qualified Mental Health Consultants to provide services to children and families who may have behavior and/or emotional needs. The Mental Health Consultant provides parenting education programs and conducts classroom observations on all children to ensure that the classroom appropriately meets their individual needs and abilities. If you feel that you, your child, or your family may benefit from services to support your family's well-being, please let the Health Services Program Administrator know and she will ensure you are put in touch with a person who can help you. All of this will be handled in a confidential manner.

Disability Services

Disability Services are designed to identify, evaluate, and coordinate services for children with special needs and their families. Children with disabilities may be dually enrolled in both Head Start and special education programs. The Education and Disabilities Coordinator works closely with local school officials and agencies to provide services to these children.



York County Public Schools perform preschool screening and/or evaluations to identify children with special needs. Special Education services can be provided within the Head Start setting for children found eligible for these services. Parents of children who have been referred for services or who already have an Individualized Education Plan can contact the Education and Disabilities Coordinator or a Family Services staff for support and assistance.

Nutrition Services

The Head Start Nutrition Program follows all rules and regulations set by the USDA Child and Adult Care Food Program. All children are provided breakfast and lunch each day. A snack will be provided to children enrolled in the full-day program. Meals are served family – style and children participate in setting the table, serving themselves, cleaning up etc. Children are encouraged to try new foods but are not forced to eat. Food is never used as a reward or punishment. **If your child has a food allergy or special dietary restriction, it must be reported to our Health Services Program Administrator Specialist and Nutrition Specialist. All medical dietary restrictions must be supported by a doctor’s statement.**

Things to remember:

- If a parent/guardian would like to eat breakfast with their child, they must call the Head Start Office (890-3888) the day before and eat with their child’s class at their designated mealtime.
- If a parent/guardian would like to eat lunch with their child, they must call the Head Start Office (890-3888) by 10 a.m. that day and eat with their child’s class at their designated mealtime.
- There is no charge for parents/guardians to eat with their child, and they will be given the same portion as students in the classroom.
- **No outside food or drinks are permitted. Do not send food with your child or bring it to the center. This includes candy, soda, chips, gum, cake, cupcakes, etc.**

Child Care Services

If you are working, in school, or in training, we may be able to help you find day care and the resources to pay for day care up to 100%! The Department of Social Services has Block Grant Funds and Head Start Wrap Around Funds, that can be used for Head Start children and their siblings. If you are in need of child care now or plan to begin work in the near future, see Family Services staff to obtain resources and information.

Family Literacy Services

The goal of Head Start’s Family Literacy Program is to help Head Start families develop and use reading and writing skills. These skills can help them become more involved in their community, workplace, and in their child’s education. The values the parents place on learning and reading in the home become the values the child will take to school. You can expect your child to receive a **Literacy Packet** every month, which includes a book for your child to keep and activities that you and your child can do together at home.



Application & Enrollment Process

1. Acceptance in the program is based on the availability of enrollment slots and a criteria point system approved by the Policy Committee and Board of Supervisors in accordance to regulations.
2. Applications are accepted year round.

3. Returning children are automatically eligible for the second year; however, children who are age eligible for a third year must be re-determined as a new applicant with current income.
4. Parent/Guardian whose child is accepted for enrollment will receive a letter of acceptance.
5. Participants in the Head Start program are **required** to participate in the parent orientation training. Parents/Guardians are required to attend orientation before their child is admitted to school. During that time, program information will be reviewed, forms will be completed, and parents/guardians will obtain a parent manual.

Program Information

Men Investing Love and Time (M.I.L.T)



York County Head Start invites all Significant Adult Males/Role Models (i.e. Fathers (married, single, step or divorced), Older Brothers, Significant Others, Uncles, Grandfathers, etc.) to participate in our Male Involvement Program. It is an opportunity for fellowship among men raising children, to talk about parenting, to learn new child care facts and techniques, to support each other, and to just have fun.

Watch for the invitation to join us at the beginning of each new school year for a **Men Investing Love and Time (M.I.L.T.)** organizational meeting. Dads/Significant Adult Males/ Role Models will work together with Head Start staff to plan meetings, trainings, activities, and fatherhood support groups.

Parenting Curriculum

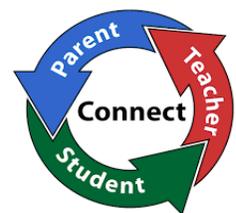
York County Head Start offers a variety of services and activities to promote parent engagement. In an effort to address the unique needs of parents, the program utilizes the **Positive Solutions for Families curriculum**. **A notice will be sent home to inform you when sessions will be held.**

Positive Solutions for Families is a parent training developed by the Center on the Social and Emotional Foundations for Early Learning (CSEFEL). The curriculum promotes positive and effective parenting behaviors, which will in turn promote children's social and emotional development and address the challenging behavior and mental health needs of children in Head Start programs. Sessions will focus on:

1. Building relationships, quality time, positive comments and encouragement.
2. Play as a powerful parenting practice, supporting the development of friendship skills, encouraging positive behavior.
3. Determining the meaning of behavior, making expectations clear, developing and teaching household rules.
4. Emotional vocabulary, managing anger and handling disappointment, problem solving.
5. Strategies to promote positive behavior.
6. Problem solving, challenging behavior, and everyday routines

Home Visits & Parent/Teacher Conferences

Home visits and Parent-Teacher Conferences keep parents informed of their child's progress, allow parents to offer feedback/input, allow parents and staff



to become better acquainted, and assist parents in establishing and reaching their goals. You will receive a note or letter sent home with your child, in the mail/email, or a telephone call to schedule the time and date of your home visit or conference. If the time and day that has been scheduled is not convenient, please notify us as soon as possible, through a note or a call to the phone number indicated on the letter. **If you prefer to have the visits outside of your home (such as at the center, library, McDonalds, etc.), please let the Teacher and Family Services Specialist know.**

Your child's teacher will conduct a home visit at the beginning of the child's enrollment and will provide the opportunity for you and your child to get to know the teacher and learn about the Head Start classroom. In addition to the home visit, a parent conference will be held twice during the school year to discuss your child's academic performance and progress. At the end of the year, the teacher will conduct a second home visit to discuss your child's success in the Head Start program and plans for the next year.

In addition to the child's teacher, you will have a Family Services Specialist assigned to partner with your family to assist in establishing family goals and to work with you. Family Service Specialists will be in contact with you monthly to be sure that your experience with Head Start is a positive and rewarding one for you and your family. You may use these visits to give ideas about the program and about what we can do to meet the needs of your children.

Both the home visit and parent teacher conferences are a federal mandate. Parents as well as teachers are encouraged to help keep scheduled appointments to ensure that all home visits and conferences are completed in a timely manner. Failure to keep these appointments may jeopardize your child's active participation in the program. In addition to scheduled home visits and conferences, any staff will be glad to meet with parents at any time at a parent's request.

Parent Center Committee

All Parents, Guardians, and/or Immediate Family Members who have children in the Head Start program are members of the Parent Center Committee. Parents and staff work together to plan an array of experiences for Head Start children. Working together and sharing information helps everyone learn about the needs of families, program services, available community resources, and Head Start activities/events.

The Parent Center Committee will host the first meeting in October of each year. The frequency and time of meetings is determined by parents/guardians. The meetings will be a combination of planning, training, sharing, and it gives parents an opportunity to become active participants in their child's education, program planning, decision making, and fulfilling their parent volunteer obligation.

Policy Council

York County Head Start has a Policy Council, which is responsible for making decisions pertaining to program's policies and operations in accordance with Head Start Program Performance Standards. The Policy Council is made up of 51% parents elected by the Parent Center Committee from all Head Start sites, and 49% of Community Representatives elected by Policy Council Parent Representatives. No experience or special skills are required of parents serving on this important council - only dedication and dependability. The Policy Council meets monthly each school year. Each month, Council members are provided information about the program's progress including a financial report that shows how much money was spent and on what it was spent on, personnel actions, monthly reports, program plans, quality improvement goals, etc.



Health Services Advisory Committee

The Health Services Advisory Committee meets at least two times a year which can be attended by any enrolled parent/guardian. This committee aids the Health Services Program Administrator in the planning, operation, and evaluation of the health program for the year. The members assist with program policies, forms, and procedures related to the health and well-being of the children and families enrolled. Members include Head Start parents, Health Professionals, Community Representatives, and Head Start staff.

Education Review Team

The Education Review Team meets three times yearly which can be attended by any enrolled parent/guardian. This committee consists of Head Start parents, Local Education Professionals, Community Representatives, and Head Start staff. The committee helps education staff evaluate educational services and plan curriculum based on the Head Start School Readiness Goals. The team receives updates on program outcomes and provides parents with the opportunity to offer input on program strengths and ways to support identified areas in need of improvement.

Volunteer Opportunities

Head Start encourages community volunteers and parents to become actively involved in the program their child's education by being directly involved in decision making with staff in all aspects of the program. Parents are highly encouraged to volunteer to ensure the success of the program. **Parents should provide at least 4½ hours of volunteer services each month.** Parents can volunteer in the following ways:



- Helping with preparing classroom materials, participating in activities in the classroom, and chaperoning field trips
- Serving on the Policy Council to give ideas and input into program operations
- Attending Parent Center Committee Meetings/Parent Trainings/Family Events
- Serving as Parent Center Committee and Policy Council Officers
- Participating in Parent/Teacher Planning Meetings and Parent & Child Activities
- Bringing in materials for children to use for arts & crafts such as recyclables
- Attending or helping with regular Head Start Family Events, Parent Trainings, and Educational activities
- Providing feedback, making suggestions for Head Start activities
- Attending Health Advisory Meetings and/or Education Review Team Meetings

Please Note: Dads, moms, uncles, aunts, grandparents, family friends, and other family members may volunteer on your child's behalf in the classroom and any other program events as well.

If parents have other children and want to volunteer in the classroom, please be sure to keep their safety at the forefront. Our classrooms are equipped with supplies that are safe for preschoolers but may be dangerous for infants and toddlers due to their small size. If you bring a non-Head Start child to the center, please keep in mind that: you are responsible for the child; you must supervise the child at all times; and Head Start staff cannot supervise the child.

Upon arrival, Parents and Visitors **must** sign in at the main office and wear a volunteer badge while at the center. Please understand that while you are always welcome at the center, it is necessary and important to respect the confidentiality of our families. Therefore, please respect the privacy of individual offices at the Center where staff may be reviewing files or discussing matters of a confidential nature.

Program Operations

Classroom/Center Assignments

Classroom and center assignments are planned based on the needs of the program and children as a whole. Generally, center assignments are based on the family's address or the location of pick up and drop off points in relation to the center in consideration of efficient program transportation services. Efforts are made to keep classes well balanced in terms of ages, gender, and race. When possible, children will stay with the same teacher for their second year in the York County Head Start program for continuity of care.

Daily Sign-In/Out

When parents are providing their own transportation, Head Start staff assumes responsibility for children when the parent has signed the child in and has presented that child to the teacher. Your child must be signed in by a responsible adult. At the end of the day, all children must be signed out on the classroom sign out sheet.

Court Orders and Custody

In situations involving child custody disputes or restraining orders, a copy of the court order **MUST** be in the child's file. We cannot prohibit contact with either parent without current court orders.

Daily Attendance

1. Except for illness, children are required to be **at school each day** that the program is in operation at the required starting time.
2. The Head Start school day begins at 9:00 a.m. at Griffin-Yeates, 8:30 a.m. at Bethel Manor, and 9:15 a.m. at Yorktown Head Start. ***ALL CHILDREN ARE EXPECTED TO BE IN THEIR CLASSROOM EACH SCHOOL DAY ON TIME.***
3. Parents are expected to **notify staff if there is a need for their child to arrive late or be picked up from school early**. If your child arrives late or is being picked up early, you must report to the school's administrative office before entering the classroom.
4. There is important mealtime supervision requirements designed to ensure the safety of all children. If a child arrives after mealtime, the **parent may be asked** to assist in washing their child's hands or even sitting with their child while he/she eats in order to maintain compliance with program supervision requirements. This time can be an invaluable opportunity for you to engage in morning classroom activities while helping to ensure the safety of the child and the program's licensing requirements.
5. It is important for children to be picked up in a timely manner from their day at Head Start. It is the family's responsibility to arrange for an alternative pick-up person if they cannot be on time.
 - If the designated pick-up person has an emergency and believes that they may be 5-10 minutes late, they are required to call the center and inform staff.
6. **If your child is going to be absent for any reason(s), you must contact the center or classroom to explain the reason for the absence within 1 hour of the start time for your child's school.** If your child is absent and you do not contact the program, staff will contact you to ensure that the child is well and to offer any needed support. Staff will record the specific reason for absence i.e. has fever, ear infection, family illness, etc.

7. After two consecutive absences, without notification from parent/guardian, a Family Services staff will continue to attempt to contact you and make a home visit to identify reasons for the absences.
 - If no contact from the parent is made, an outreach letter will be mailed regarding your child's participation in the program and your child can be terminated from the program.

Attendance Requirement

Parents must work to ensure that their child has an average daily attendance of 85% or above based on the program's federal guideline. On a daily basis, Family Services Specialist will monitor each classroom for attendance concerns. The parents of children identified with an average daily attendance below 85% will be contacted by the Family Services Specialist to discuss the child's attendance. **Parents will be referred to management for continued absences, late arrivals, and/or early pickups. Excessive tardiness and/or absences may jeopardize your child's enrollment in the program.**

Staff will review all attendance concerns and follow steps involving monitoring and addressing children's attendance. If your child's attendance falls below 85% or is not meeting attendance expectations, your child will be placed on an Attendance Action Plan. If no improvement is made, your child may be withdrawn from the program and placed back on the waiting list.

What can you do as a parent to ensure that your child(ren) attends school regularly and on time?

- Set a regular bed time and morning routine.
- Lay out clothes the night before.
- Make sure you know the school calendar.
- Ensure your child has the required health documents before school starts.
- Don't let your child stay home unless they are sick. Your child should be sent to school when he/she is well-enough to attend and kept home when he/she is sick, based on the exclusion policy.
- If your child seems anxious about going to school talk to the teacher for advice.
- Develop a backup plan for getting to school and picking up a sick child.
- If your child is not able to attend due to illness, hospitalization, or family emergency, you should call the school to let the teacher know and send a note when they return.

If a need arises that you must keep your child out of school for an extended period of time (3 or more days) or experience a crisis situation that will impact your child's attendance, you should discuss this with your Family Services Specialist so that you can submit an Extended Absence Request form that will be approved by the Family Services Coordinator and Head Start Director. Extended absences will only be approved for situations involving illnesses or family crisis. If you need to withdraw your child, you must complete a Withdrawal form or notify the program in writing of your child's last day and the reason for withdrawing.

Health Requirements

Physical Exam (30 Days)

- All children must have a current physical completed within 30 days of enrollment, and then annually to stay current throughout the school year.
- If a physical is not received within 30 days of enrollment or if the exam expires and a new one is not received by the expiration date, your child may be excluded from the classroom

until a physical exam signed by the doctor is submitted to the program based on licensing regulations.

- The physical exam must include required lab results such **as hemoglobin or hematocrit and lead level.**

Dental Exam (90 Days)

Preventive dental services and treatment are designed to ensure that a child's teeth and gums are healthy, and that dental health problems do not affect a child's overall health. All children must have a dental exam completed by a dentist within 90 days of enrollment, and it must remain current throughout the school year. Parents are asked to provide documentation of their child's completed dental exam. If needed, the program can coordinate dental screenings for children.

Immunizations

The center shall obtain documentation that each child has received the immunizations required by the State Board of Health **before a child can attend the center.**

- All children must have a complete, up-to-date immunization record on file before they can attend class.
- An immunization form must be in the child's record by the date of the child's admission. Immunizations must be recorded on either a health department form or a physician's form; have the child's name and date of birth listed; and be signed or stamped by a licensed physician, the physician's designee, or an official of the local health department.
- Religious Exemption: If parents choose to not immunize their children due to religious reasons, they must complete and sign the "Certification of Religious Exemption" form stating that the administration of immunizing agents conflicts with the parent's or child's religious tenets or practices. This form must be notarized.

Medication

Unless your child takes medication for a chronic condition such as asthma or seizures, it is usually best for him/her to have medication at home. If it is necessary for your child to be given medication while at school, the following guidelines must be followed:

- Any medication to be given must be brought to Head Start with written instructions from the child's doctor filled out on the Medication Administration form.
- The medication must be a current prescription specifically written for your child and it must be in the original bottle from the pharmacy with the appropriate labeling intact.
- For safety reasons, all medication must be brought to the center by the parent. Medication CANNOT be sent with children on the bus.
- A parent or legal guardian must sign a Medication Administration permission form for any medication to be given prior to administration of medication.
- Medication cannot be kept after its expiration date and must be picked up from the school or it will be destroyed upon expiring.
- All medication must be picked up by the parent at the end of the school year. If not picked up, medication will be destroyed.
- Over-the-counter medication (i.e. sunscreen, Tylenol, etc.) will not be administered to children without physician authorization.



Sick Child

Each day, children are given a Daily Health Check for any contagious diseases (i.e. chicken pox, flu) or any bumps, bruises, or scratches they may have received before coming to school. If there is any concern, program staff will contact you.

As a safety precaution, Head Start will complete an accident report and notify you whenever your child is injured at school. We follow OSHA practices and First Aid procedures when handling child injuries. If immediate medical care is needed, York County will contact you so that you can pick him/her up as soon as possible and a written medical statement must be provided before your child returns to school, if requested.

If a parent cannot be contacted and an emergency occurs that may require emergency medical transport, York County will seek the appropriate emergency medical care and transport based on it being in the child's best interest. A parent may submit an objection to the provision in writing for religious or other reasons.

York County Head Start will notify a child's parent/guardian whenever a child becomes ill or immediate medical care is needed. When this occurs, parents must make the necessary arrangements to have their child picked up as soon as possible (within the hour that the parent/guardian is contacted) and provide a written medical statement before your child returns to school if requested.

York County's exclusionary policy is based on the guidelines set by the State Board of Health.

A child cannot attend school if he or she:

- Has had a fever of 101 degrees or higher within the past 24 hours
- Has been vomiting or has had diarrhea two or more times within the past 24 hours
- Has an undiagnosed rash - will need a doctor's note to return to school.
- Has conjunctivitis (pink eye) - will need a doctor's note to return to school.
- Is seriously ill or severely injured.
- Has a contagious illness such as strep throat or chickenpox- will need a doctor's note to return to school.
 - Parent must also provide medical documentation to Health Services staff identifying the contagious illness for documentation purposes.
- Has a contagious skin condition such as MRSA, ringworm, impetigo or scabies – will need a doctor's note to return to school.
- Has a health condition temporarily preventing attendance, such as a severe asthma flare-up.
- Has head lice or nits (lice eggs) – the child may not attend until the hair is treated and free of nits.

Parents are asked to **call the Health Services Program Administrator at 890-3888, if any of the following exist:**

- **There is a question about whether your child should attend school.**
- Your family is experiencing any personal difficulty that would prevent your child from attending school i.e. illness, death of a family member/ friend, etc.
- An immediate household member has a communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately. Diseases such as measles, chickenpox, mumps, strep throat, tuberculosis, influenza etc. must be reported to York County Head Start within 24 hours or the next business day.

- Your child has a doctor's appointment or scheduled medical treatment which will impact his/her attendance at school. However, parents are asked to make appointments after school hours.

Emergency Plans

Regular emergency drills (i.e. fire, intruder, nuclear, hurricane, etc.) are held at Head Start so that children and staff can practice what to do in a real fire emergency. During fire drills, children are taken out of the building in an orderly fashion as quickly as possible. **Any visitors in the building at the time of a drill will be expected to participate in the drill and follow the instructions of staff.** Teachers receive training on fire emergency actions, and they have primary and secondary evacuation routes posted in their classrooms. Children do not return to the building until an all-clear signal is given.

Head Start classrooms also conduct intruder drills. Teachers respond to a coded-key phrase "intruder drill" to lockdown their classroom. Teachers and other program staff take action to keep all children safe depending upon the situation. These measures are continued until the teachers are notified that the situation is safe.

Quarterly Surry nuclear drills are completed at the Griffin-Yeates Center. This is done because Griffin-Yeates is located within the 10 mile radius of the Surry Nuclear Power Station. In the event of a nuclear event, children will be brought indoors. Radios and televisions will be tuned to an Emergency Broadcasting Station for instructions and information.

If there is an actual release of nuclear material at Surry that threatens more than the immediate area, school buses will be sent to pick up Head Start children at a very early stage of the emergency. This will probably happen before the general public is aware of any emergency and before warning sirens are sounded.

If it is ever necessary to activate this emergency plan, we will take cellular phones and contact information with us. We will make every effort to notify parents about where they can pick up their children when it is safe to do so. It is possible, however, that cellular phone channels will be blocked. Local radio and television stations and the Emergency Broadcast System are your best sources of information if we cannot reach you.

In the event of a tornado drill, the children are taken quickly into the hallways. The children are taught to play "turtle" by crouching against interior walls and covering their heads with their arms for protection.

Evacuation of children for any reason at other Head Start sites will follow the emergency plan of the school where the classroom is located. Head Start staff will go with the children in any evacuation. York County Head Start has detailed, written emergency plans that are available for review by any parent upon request.

Head Start classrooms will participate in the Great Shakeout Earthquake drill which gives us a chance to practice how to protect and prepare. Everyone will practice "Drop, Cover and Hold On."

Severe Weather

Head Start classes will close when York County Schools close for bad weather. If the schools delay opening by two hours, Head Start classes will be delayed two hours or may be closed. Please check the following for closing information.

Newspaper: Daily Press
Virginia Pilot
Williamsburg/Yorktown Daily

TELEVISION:	<u>Call Letters</u>
Channel 3	WTKR
Channel 10	WAVY
Channel 13	WVEC
Channel 46	WYCG
Channel 47 (cox)	YCSD
Channel 39 (Verizon)	YCSD



**FOR UP-TO-DATE CLOSING INFORMATION,
CALL THE HEAD START INFORMATION LINE AT 890-3222.**

There may be other occasions when Head Start (one or all of the centers) will close without advance notice (frozen pipes, no water, etc.) Parents will be notified immediately. Emergency closings for York County Schools will be announced on YCSD CHANNEL 47 as well as the Head Start Hotline. It may become necessary to have a “make up day.” We will advise parents in a timely manner if days need to be made up.

Naptime Policy

At Yorktown Head Start and Bethel Manor Head Start, a naptime is incorporated into the classroom’s daily schedule. The program will provide a sleeping cot along with a sheet for students. Each child must bring a small blanket or towel to use during naptime. Children’s blankets/towels will be sent home on Friday to be cleaned and must be brought back to school every Monday. Children will not be forced to nap. If children do not sleep, they will be encouraged to rest quietly.

Outdoor Policy

Based on state licensing requirements, children will spend time outdoors every day unless it is raining, under 40 degrees, or over 95 degrees. So, dress your child according to the weather.

Outside play is an important part of a child’s development and fresh air is healthy for your child. The weather will determine how much time is spent outside for the outdoor play period. Alternative indoor activities will be scheduled in the event that it is not feasible to go outside.



DAILY APPEARANCE

Please remember the following when dressing your child:

- **Closed toe shoes are required.** *Sandals, crocs, flip-flops or slide-in shoes should not be worn to ensure safety of your child(ren) at all times.*
- **Hair beads, small hair decorations, dangling jewelry, and hoop earrings are not recommended for safety reasons.**
- Make sure that your child has an extra set of clothing to keep in their cubby for toilet accidents or other accidents.
- The program is not responsible for loss or damage to any personal possessions including clothing brought to the center. Bringing toys and personal items from home is discouraged.
- For special occasions such as class pictures, please dress your child comfortably so that they can still engage in play and exploration. Minimal accommodations will be made to change children's clothing specifically for special activities/events such as pictures, programs, etc.

Discipline and Termination Policy

Head Start staff assists children in developing the self-control and self-direction needed to thrive in group situations. At Head Start, we think of discipline as guidance and not punishment. We work to teach children how to manage their behavior and how to identify and express their feelings and emotions appropriately. We use logical consequences and positive discipline techniques. We reinforce classroom rules and we set appropriate limits and boundaries. However, if your child disrupts the classroom persistently, our alternatives are:

1. Parent conferences - a conference may be necessary to gain your support. Initially, it is with the parent and the child's teacher. However, should behaviors continue, the teacher will ask other staff members to help support the parents, child, and teacher.
2. Behavior and/or Emergency Plan – Parents and staff work together to help the child learn appropriate ways of interacting with others. Together, parents and staff write a plan to help the child with their behavior. Parents may be asked to attend class with their child.
3. Family counseling and behavioral support - Families may be encouraged by staff to make an appointment with the mental health consultant for confidential counseling to help overcome problems or difficulties that may disrupt the classroom.
4. If Head Start staff is not able to manage a child's behavior and the child poses a danger to themselves or others, the child's parent will be informed that the child cannot receive services unless a parent or another adult attends class with the child.

Under no circumstances will a child be spanked, grabbed, pinched, shaken, verbally abused, etc. by staff, volunteers, or other parents. In order to provide fairness and consistency for the child, parents must follow the center's discipline policy while visiting or volunteering at the center. Please allow Head Start staff to handle all disruptions by children. The Head Start Center and property around the center is a designated "NO SPANKING ZONE." Please refrain from spanking your child or any other child while in the "NO SPANKING ZONE".

Al's Pals: Kids Making Healthy Choices

Al's Pals is a tool used to build skills. This social-emotional curriculum is designed to give children opportunities to practice making healthy choices to keep themselves safe and strong by teaching:

- good communication skills
- healthy ways to handle unsafe situations
- steps to solve problems and make good decisions
- self-control
- how to identify and understand feelings
- how to respect others



Child Abuse and Neglect

Under State law, MANDATED REPORTERS are any person(s) working with young children, and as such, are required to report any suspicion of child abuse or neglect. This includes but is not limited to ALL Head Start staff and volunteers. Failure on the part of Head Start staff to report suspected child abuse or neglect may result in jail sentence, monetary fine, and/or loss of employment for the staff person.

Please note that all acts of Child Abuse or Neglect (suspected or known) will be immediately reported to the Head Start Director or a designated Head Start staff person at 890-3888. A mandatory report must be filed with the York-Poquoson Department of Social Services by a designated Head Start staff person.

Every parent at one time or another becomes overwhelmed with the responsibility of child rearing. If you are struggling with disciplining your child, we can help. Please talk with your Family Service Specialist, the Education/Disabilities Coordinator, or the Mental Health Consultant to get assistance and appropriate support.

Parent Alcohol/Drug Use

Parents will not be allowed to stay at the center if a staff person suspects her/him of being under the influence of drugs or alcohol. Likewise, adults who pick up children and who are suspected of being under the influence of drugs or alcohol will be asked to call another responsible adult to come get the child. If the adult persists in taking the child, it is the legal and ethical responsibility of staff to notify the Sheriff's Department and file a report with the York-Poquoson Child Protective Services Office. **Smoking in front of children at any of the centers, on field trips, during Head Start activities, near the bus or at bus stops is PROHIBITED.**



Communication

Communication is very important to the success of your child in the Head Start program. We will communicate with you about your child and we need you to do the same. We ask that you update your child's records as soon as changes occur such as home phone, address, employment, or cellular phone numbers, emergency contacts, pick up lists, or any changes that may affect your child's daily routine (birth, death in family, marriage, move to a new home, etc.). **If an emergency occurs at school and we are unable to reach you or the designated emergency contacts within 30 minutes, we are mandated to notify the York-Poquoson Department of Social Services.**

Daily Activities

To keep you informed about what is happening in your child's classroom, important papers such as artwork, newsletters, flyers, and notes from the Head Start staff will be sent home with your child frequently. Each week, the Weekly Activities sheet will come home. It will list the activities your child will be doing every day of that week. The Weekly Activities sheet will let you know

about field trips and special events, as well. Parents are welcomed to visit or call their child's teacher if they have any questions or concerns about their child. Remember to check your child's backpack on a regular basis.



Newsletters

The Head Start Herald (newsletter) is sent home at the beginning of each month. Call the office if you do not receive a copy of the Herald. Please read the newsletter to learn about interesting information, special events, monthly meetings, and parent training opportunities, York County Head Start employment opportunities, field trips, dates to remember, menus, and nutrition information.

Email/Text Alerts

Get information instantly! You can receive information about school closings, early dismissal, special events and training opportunities instantly by providing your email address. In addition, you can contact the administration office and sign up for text alerts.

Special Events

Activities and celebrations are designed to focus on the similarities and differences between families and cultures and the manner in which they are celebrated. Some of our Head Start families do not celebrate holidays and birthdays the same way, and we do not want to offend or exclude any of the children in any activities held in the classroom. Therefore, we ask that you celebrate these moments at home because celebrations will not be held during classroom time. Head Start does not want to exclude any child and Head Start staff will not be able to distribute invitations to other children.

Transitions and Changes

Head Start staff works with families to ease the stress of change when transitioning in or out of the program.

One of your child's first transitions will be when he/she comes to Head Start on the first day of school. To help you and your child get ready for that day, we hold a Preschool Open House. At that time, you and your child will have the chance to meet the Management Team, your child's Teacher, Family Services Specialist, and other Head Start staff. Families will get to see the classroom and your child will have the opportunity to take a look around and experience being in the classroom with the teacher. You will also have the chance to learn more about the Head Start program and the policies. Teachers and Family Services Specialist will also schedule a home visit with you before your child starts, or as soon as possible afterwards.

Another transition for your child is kindergarten. During the spring, you will be provided with a home learning packet of activities that can be done with your child over the summer. We encourage you to also register early for the York County Safety Town program that provides your child with a fun-filled week of safety information and classes. As your child departs our program, we are frequently asked to provide information regarding school orientations, kindergarten expectations, before/after school childcare, school information, rights and responsibilities for parents of children with disabilities, and the Virginia Standards of Learning. This information is provided at the kindergarten transition meeting, or is sent home during the spring to help you prepare for your child to move up to kindergarten.

Field Trips

Our program will participate in educational field trips. For field trips,

- All safety precautions will be followed and parents will be notified of the purpose and plans

for the field trips in advance.

- Parents may be requested to accompany their child on a field trip when there are behavioral safety concerns for their child(ren).
- Each child must have signed consent from their parent/guardian in order to attend.
- During the field trip, children must remain with their teacher and class unless they are signed out by a parent. The program continues to be responsible for students when they are signed in and under our care.
- In the event a parent wants to transport their child to the field trip site, the parent must sign their child out for dismissal prior to the field trip and the child must ride back with their parent from the field trip site back to the school. The parent may then sign the child back in if they wish for the child to stay at school.

Transportation and Pedestrian Safety Training

Your child's safety is our priority. Head Start regulations require that York County Head Start provides training for parents and children on transportation and pedestrian safety. During the school year, children will participate in Emergency Evacuation drills and will be taught evacuation procedures. Parents are encouraged to conduct emergency evacuation drills with their child in vehicles the child will be riding. Transportation and pedestrian safety information on the following topics should be reinforced both in Head Start and at home by the parent:

1. Safe riding practices
2. Safety procedures for boarding and leaving a vehicle
3. Safety procedures in crossing the street to and from the vehicle at stops
4. Recognition of the danger zones around the vehicle
5. The importance of escorting their children to the vehicle stop and the importance of reinforcing the training provided to children regarding vehicle safety.



PEDESTRIAN AND BUS SAFETY TIPS FOR HEAD START CHILDREN AND THEIR FAMILIES

Walking in Traffic

The safe transport of our children to Head Start, home, outside child care centers, and schools should be an important topic for everyone. Walking is a mode of travel that places young children at as much risk as traveling by passenger vehicle or school bus.

PROTECT YOURSELF AND YOUR FAMILY BY DOING THESE THINGS:

1. Walk on the sidewalk or off the side of the road

- Children should always walk on the sidewalk.
- If you must walk on a road with no sidewalks, walk facing the traffic.
- Cross at intersections if at all possible, most people are hit by cars when they cross the road at places other than intersections.
- ALWAYS hold your child's hand when crossing the street.

2. See and Be Seen

- Drivers need to see you to avoid you.
- Stay out of the driver's blind spot.
- Make eye contact with drivers when crossing busy streets.
- Wear bright colors or reflective clothing if you are walking near traffic at night.
- Carry a flashlight when walking in the dark.
- Do not let kids play near traffic or cross the street by themselves. Kids are small and drivers may not see them if they run into the street. Tell your child that if a toy should go into the street, they should leave the toy and find an adult to help them get it back.

3. Watch your child(ren)

- Children should not cross streets without an adult or be allowed to play or walk near traffic. Kids are small unpredictable, and cannot judge vehicle distances and speeds.
- When kids get older, teach them three things to do before they cross the street:
 1. **Try to cross at an intersection if at all possible**
 2. **Stop at the edge of the road**
 3. **Look left, right and then left again to make sure no cars are coming.**

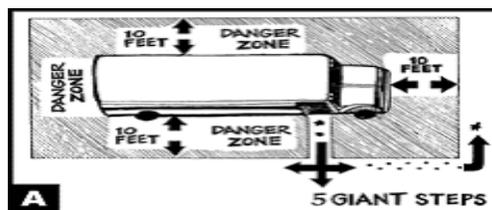
TIPS ON SAFELY BOARDING, RIDING, AND EXITING THE SCHOOL BUS

Young children are most likely to be hit because they:

- Hurry to get on or off the bus,
- Act before they think and have little experience with traffic,
- Assume motorists will see them and will wait for them to cross,
- Don't always stay within the bus driver's sight, or
- Drop something as they get off the bus and run into the path of the bus to pick it up.

Teach Your Child the following Bus Safety Tips:

- When getting on the bus, stay away from the danger zone and wait for the driver's signal.
- Look before stepping off the bus to be sure no cars are passing on the shoulder (side of the road). Move away from the bus.
- Before crossing the street, take five "giant steps" out from the front of the bus, or until the driver's face can be seen. Wait for the driver to signal that it's safe to cross.
- Never push those in front of him/her and move out of the way quickly so others can get on/off the bus safely.
- Find a seat quickly, buckle up, and keep the seat restraint on and pulled tightly at all times.
- Tell the bus driver if something has fallen or rolled under the bus so that the bus driver or another adult can get the item that has been dropped to prevent him/her being hurt.
- Never throw anything out of the windows, and to keep all of his/her body parts inside the bus.
- Use a quiet voice while the bus driver is driving. Tell him/her that if the children are loud, it is hard for the driver to hear and drive safely.



Safety Steps You Can Take:

- Be a good role model, cross at corners, in crosswalks, and at intersections where there are traffic lights or stop signs.
- Supervise children to make sure they get to the stop on time, wait far away from the road, and avoid rough play.
- Make sure clothing and backpacks have no loose drawstrings or long straps, to get caught in the handrail or bus door.
- If you think a bus stop is in a dangerous place, talk with your school office or transportation director about changing the location.

Learn and Follow School Bus Stop Laws:

Laws exist to protect children getting on and off the bus AND protect you from a tragedy. Check with your school or police department for more information on your state's laws. Here are some rules:

- Vehicles must stop when the bus displays flashing red warning lights and extends the stop signal arm. Vehicles may not pass until the flashing red lights and signals are turned off.
- Never pass on the right side of the bus, where children enter or exit. This is illegal and can have tragic results.
- Drivers need to always be alert for children and adhere to speed limits.

Information was provided by SAFE KIDS, sponsored by the Children's Health Foundation of Northern Alberta and the Alberta Children's Hospital

Transportation Services

York County School Division provides bus transportation daily to and from the Griffin-Yeates Center only. Children may either ride the bus or be brought to the center and escorted to the child's classroom by a parent or other adult.

Below is a list of rules that must be followed in order for your child to ride the bus.

- Head Start and the York County Schools Department of Transportation staff works to establish accurate pick-up and drop-off times. However, parents and children must be ready and waiting at the designated bus stop. The bus driver is on a schedule and cannot wait longer than one (1) minute at a bus stop for parents to arrive. If the bus driver waits for you, they will be late picking up the next child(ren). Bus drivers may not arrive at the exact time every day. Please allow for traffic, fewer or more drop-offs, and emergencies.



- A parent or other responsible person **16 years or older** must meet the bus to put your child(ren) on the bus in the morning and to receive your child(ren) in the afternoon. For your child(ren)'s safety, the person **must** come to the bus to help put your child(ren) on or off of the bus.
- If a person is to get your child(ren) off the bus that is not listed on the child(ren)'s Emergency Contact list, your child will not be released to that person until you have completed and submitted a Change of Information form prior to the release. Change of Information form must be signed by guardian and returned before change can be implemented.
- If there is a need to change the pickup/drop-off location from what was provided at the time of enrollment for your child(ren), you must contact the main office at 890-3888. We

ask that you limit any changes in drop-off locations to what is absolutely necessary. Anyone who gets your child(ren) off the bus **must be 16 years or older, be listed on the child's Emergency Contact List, and have a pictured ID. No child will be released to anyone without proper identification.**

- If no one is at the bus stop to get your child(ren) off the bus, your child(ren) will be brought back to the center and it will be your responsibility to pick up your child(ren).
- If the parent or the emergency contact cannot be reached within 30 minutes, the York-Poquoson Department of Social Services will be notified of an abandoned child.
- If no one is at the bus stop to get your child(ren) off the bus a second time, it may jeopardize your child(ren)'s bus privileges for the remainder of the year.
- Head Start staff will not be responsible for messages left with staff on the bus. If you have any concerns or questions regarding the program or transportation, **do not** discuss with staff on the bus. Instead, please call the Head Start office at 890-3888.
- There is NO SMOKING OR ABUSIVE LANGUAGE at the bus stop.
- **If space is available, parents may ride the bus to the center to volunteer or attend parents meetings or activities.**
- **For safety reasons, the following items are not allowed: any backpacks or bags not issued by the program; food; drinks; toys; medication; or other personal items.**
- Always take your child(ren) to the bus stop and stay with him/her until the bus arrives. As staff work to familiarize themselves with students, name tags will be provided by the program. Please make sure your child has his/her name tag **EVERYDAY** for the first two weeks of school. Have a responsible adult meet your child to take him/her off the bus.
- Children will lose bus privileges for continuous yelling, spitting, unbuckling their seatbelts, using inappropriate language, or causing harm to others on the bus.



DROP OFF/PICK UP FOR GRIFFIN-YEATES CENTER ONLY

Always have safety for your child and other students in the forefront of your mind when dropping off and picking up your child. Please talk to your child's teacher if you have questions about the procedures below.

MORNING DROP OFF:

1. All parents/guardians or persons dropping off a Griffin-Yeates student must drop children off at the *Drop Off Zone* between 8:50 a.m. and 9:00 a.m.
2. After 9:00 a.m. persons must report to the main office to sign in. After signing in at the main office, individuals must then escort the child to his/her classroom to sign in with the classroom teacher. Before leaving the building, the individual must then sign out at the main office.

3. Parents/Guardians dropping off children are encouraged to park in the Parent Parking Lot located near the main entrance to prevent from being delayed in leaving because of the bus loading or unloading students. **STATE LAW STATES THAT THE SCHOOL BUS IS NOT TO BE PASSED WHEN LOADING AND UNLOADING STUDENTS.**
4. Parking is not allowed on the curb or in the bus loading and unloading zone.

AFTERNOON PICK UP:

1. Students will be escorted to the DROP OFF/PICK UP ZONE by Head Start staff for dismissal. Please be patient.
2. All bus riding students will be escorted to their bus.
3. All parent pick-ups must park in the Parent Parking Lot and meet your child at the Pick Up Zone to sign them out.
5. Parent parking is available at the main entrance (side of the building).



Child Care Licensing Information

York County Head Start is licensed by the State of Virginia. Standards for licensed childcare centers address certain health precautions, adequate play space, a ratio of children per staff member, equipment inspection, program monitoring, and record keeping review. Criminal record checks and specific qualifications for staff and volunteers working directly with children are also required.

Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Social Services. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard. If you would like information about the program’s license, licensing of child care programs, or would like to register a complaint, express a concern, receive tips on child care, or training information visit the State Licensing website or call: 1-800-KIDS-LIL (1-800-543-7545)

Regional Offices of Licensing
 Peninsula Area
 729 Thimble Shoals Blvd., Suite 6-B
 Newport News, Virginia 23606-4242
 757-594-7594

Central Regional Office
1604 Santa Rosa Road, Suite 130
Richmond, Virginia 23229-5008
804-662-9743

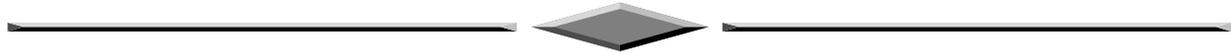
Eastern Regional Office
Pembroke Office Park
Pembroke Four Office Building, Suite 300
Virginia Beach, Virginia 23462-5496
757-491-3990

NOTE: You will not reach a York County Head Start staff person at the above number. This is a state agency number.

LET US HEAR FROM YOU!

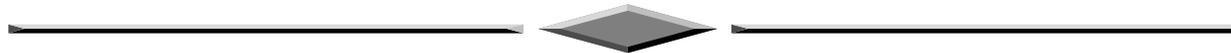
We welcome your feedback! Whether you have a question or comment (negative or positive), we would like to hear from you. Your comments are very important as we look at what works and what may not work in all aspects of the program.

Head Start staff is always available to talk with parents regarding their concerns. If you would like to talk with a teacher, please arrange a time when Head Start children are not present.



**WE LOOK FORWARD TO SEEING YOU
WHEN YOU COME TO VOLUNTEER AND PARTICIPATE IN THE
HEAD START PARENT/FAMILY TRAINING AND EDUCATIONAL
ACTIVITIES!**

**WE HOPE YOU AND YOUR CHILD
HAVE A WONDERFUL YEAR!**



York County Head Start works collaboratively with all participating parents to identify and continually access, either directly or through referrals, services and resources that are responsive to each family's interests and goals.

NONDISCRIMINATION STATEMENT

- “In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.”

COMPLAINT PROCEDURE:

- “To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.”

“This institution is an equal opportunity provider and employer.”

York County Head Start Community Complaint Resolution Procedure

Overview/Policy

Participation by families and the community is an important aspect of the York County Head Start program. One way that we support this participation is through maintenance of an effective system of collecting, documenting, and responding to feedback about our program. It is the policy of the Board of Supervisors and Policy Council, with assistance from Head Start staff, to promptly review, respond to, and resolve complaints from families and/or the community in accordance with the procedures described.

1. York County Head Start staff can receive any complaint orally or in writing, and will make every effort to immediately resolve the problem through informal channels such as discussions between the complainant and program management staff. If the complaint cannot be resolved satisfactorily, staff will provide the individual with the Community Complaint form. Individuals who do not wish to or are unable to complete the form can describe their concern and program staff can complete the form for them. If information is received orally, the person receiving that information shall document it in writing on the form. Individuals may also request a form from the office of York County Head Start and may request a stamped, self-addressed envelope for use in mailing a completed form back to the agency.

The form can be completed and submitted in the following manner:

- Placed in an envelope and given to staff who will forward it to the Manager of Children & Family Services
 - The complainant can request an addressed/stamped envelope
 - By facsimile to 757-890-2430
 - Via e-mail to amber.richey@yorkcounty.gov
2. Upon receipt of the Community Complaint form, the Manager of Children & Family Services will provide a copy to the Chair of the Policy Council. If the complaint is not Head Start related, the Manager will provide a copy to the Community Services Deputy Director.
 3. Within 10 business days, the Policy Council Executive Committee, Division Manager, and appropriate staff will convene an Ad Hoc Committee and meet to jointly investigate the complaint in order to decide upon a course of action. Should the complaint not be Head Start related, the Community Services Deputy Director and Division Manager will investigate and shall propose a course of action.

4. Within 30 days of the receipt of the complaint, the committee will report their findings and proposed action plan to the Executive Committee of the Policy Council, or the Board of Supervisors, for their approval.
5. The Chair (or Director/Manager as appropriate) shall respond to the complaint, in writing, describing the findings and actions. The response will be provided within 45 days of receipt of the complaint unless the timeframe is extended by motion of the Policy Council and/or the Board of Supervisors.
6. York County Head Start will not respond to anonymous complaints.

*** Community Complaint Resolution Procedure complies with Program Performance Standards for Operation of Head Start Programs by Grantees and Delegate Agencies. A copy of the Community Complaint form can be found in the back of the handbook.**



Date Received: _____
Received by: _____

Community Complaint Form York County Head Start

1. What is the problem? Please be as specific as possible. _____

2. When did it happen? Please provide dates and times of each occurrence. _____

3. Who was involved? Please provide names and titles if possible. _____

4. Do you have any suggestions for resolving the problem? _____

Please provide your contact information. It is important that you complete this information as we want to inform you about how we resolve the matter. We may also need to obtain more information from you about the problem. However, we respect your privacy and will only share your information to the extent it is necessary to resolve the problem.

1. What is your name and phone number? What is the best time to reach you? _____

2. Are you affiliated with the agency in any capacity? (volunteer, neighbor, etc.) If so, what is it? _____

3. Is there anything else we should know? _____



Date Received: _____ Received by: _____
--

**Community Complaint Form
 York County Head Start**

1. Nature of the Complaint. (Provide brief description) _____

2. Actions Taken To Resolve Problem. Include date, if applicable.
- A. _____

- B. _____

- C. _____

3. Should problem recur, name of person and telephone number at York County Head Start to contact. _____

Staff Member Signature/Title

Date

York County Head Start Resource Guide

- **AIDS/HIV**, 757-220-4606, Williamsburg.
- **Air Force Aid Society**, 757-764-3990, www.afas.org.
- **Al Anon & Alateen**, Support for the friends and families of adult alcoholics, 1-888-425-2666, www.al-anon.alateen.org
- **Alcoholics Anonymous**, 757-253-1234, aavirginia.org.
- **American Red Cross**, York Poquoson Chapter, 757-898-3090, www.redcross.org.
- **VersAbility Resources**, Serves people with disabilities, primarily individuals with mental retardation, 757-896-6461, Hampton <https://versability.org>.
- **Army Emergency Relief**, Fort Eustis, 757-878-2137 www.aerhq.org.
- **Ask A Nurse**, 757-595-6363, riversideonline.com. 1-800-675-6368
- **Avalon Center for Women and Children**, Williamsburg, 757-258-5022, www.avaloncenter.org. Hotline 757-258-5051
- **Breakthrough Worship Center**, 757-865-1189, Yorktown.
- **Bethel Manor Elementary School**, 757-867-7439, LAFB.
- **Big Brothers/Big Sisters of the Peninsula**, 757-253-0676, Williamsburg.
- **Boys and Girls Clubs of the Virginia Peninsula**, 757-223-7204.
- **Bruton High School**, 757-220-4050, Williamsburg.
- **Center for Sexual Assault Survivors**, Sexual abuse counseling, 757-599-9844; 24 hour hotline, 757-236-5260; visitthecenter.org.
- **Child & Family Connection**, 757-229-7940, Williamsburg, <http://www.ctrchildfamilyservices.org/childandfamilyconnection>.
- **Child Development Resources**, 757-566-3300(Norge) or 757-220-1168 (Griffin-Yeates Center)
- **Children's Clothes Closet**, 245-1205,2708 Chestnut Avenue Newport News, VA 23607 The Children's Clothes Closet provides clothing, primarily to school age children, for families in need. No fee.
- **Chung, John DDS**, Newport News, 757-833-7217.
- **Clothing Ministry for Women Back To Work**, Women with financial needs are provided free clothing to go to work or interview for a job, 757-420-2625.

- **Colonial Behavioral Health**, Williamsburg, 757-220-3200; Grafton, 757-898-7926. www.colonialbehavioralhealth.org.
- **Community Services Boards**, Mental health, mental retardation and substance abuse services, Hampton/Newport News, 757-788-0300; information and referral, 757-380-9172; Middle Peninsula, 804-758-5314; hnncsb.org. 1-855-807-8278
- **Consumer Credit Counseling Services of Hampton Roads**, Offers free budget counseling for families or individuals having financial problems, 757-826-2227, and www.debtfreeonline.com.
- **COPE**, 24 hours crisis assistance and referral for emergencies, 1-800-247-3054.
- **Cornerstone Assembly of God**, Food Pantry open to the public every Tuesday between 11AM – 1PM; For emergency food needs please call; Clothing needs fulfilled by appointment only; Provides employment services Monday-Friday from 8AM – 4PM, Hampton, 757-826-4322.
- **Coventry Elementary School**, 757-898-0403, Yorktown.
- **Cub Scouts/Boy Scouts of America**, 757-595-3356, Newport News, www.scouting.org.
- **Dare Elementary School**, 757-898-0362, Yorktown.
- **Depression Hampton/ Newport News** 757-788-0011, Williamsburg 757-220-3200.
- **Diabetes**, Newport News, 757-866-6700, bshr.com; Williamsburg, 757-259-4233, sentara.com
- **Division of Child Support Enforcement**, 1-800-468-8894 or 757-766-3710, Hampton.
- **Divorce care**, For those separated or divorced, www.divorcecare.org
- **Domestic Violence Intervention Program**, for males only, 757-875-0060.
- **Ezekiel, Jeffrey DDS**, Tabb, 757-867-5003.
- **Family Focus**, 757-898-2945, Grafton; 757-566-9777, Williamsburg.
- **FAMIS** (Family Access to Medical Insurance Security), children’s health insurance, 1-866-873-2647, www.famis.org. Adult coverage January 1, 2019
- **First Call for Help**, 757-594-4636.
- **First Steps Child Care and Development Center (Early Head Start)**, 757-220-1168, Williamsburg, <http://cdr.org>.
- **Fleet and Family Support Center**, 757-887-4606, Yorktown.
- **Food Bank (VA Peninsula)**, 757-596-7188, Hampton, <http://hrfoodbank.org>.
- **Food Pantry of Church Women United**, Emergency food closet, York County, 757-898-9057.
- **Food Pantry/Clothing Closet/Employment Services**
757-826-3127, Cornerstone’s Net Ministry provides a Food Pantry open to the public every

Tuesday between 11 a.m. and 1 p.m. For emergency food needs please call the above numbers. Clothing needs fulfilled by appointment only. Cornerstone Project NOW provides employment services Monday-Friday from 8 a.m. until 4 p.m.

- **Forward**, Grief support for widows/widowers who have lost loved ones, 757-826-2110, ext. 309.
- **Freedom Outreach Ministries**, Prevention Training, Crisis Intervention, Counseling, Educational Training, Diversity Training, Job Training, Job Referrals, Food and Clothing, Entrepreneurial Clinics, Youth Intervention, Peer-Pressure Training, Resource Referrals, Newport News, 757-380-6126.
- **Gathering of Men**, Christian organization for men, 757-599-4008, gatheringofmen.com.
- **Girl Scouts of America**, 757-595-9802, Newport News, www.girlscouts.org.
- **Goodwill Industries of Hampton Roads**, Peninsula Division, 757-248-9405; www.goodwillcva.org.
- **Grafton Bethel Elementary School**, 757-898-0350, Yorktown.
- **Grafton High School**, 757-898-0530, Yorktown.
- **Grafton Middle School**, 757-898-0525, Yorktown.
- **Grief Share**, 757-874-1223, wowcenter.org.
- **Habitat for Humanity**, 757-596-5553, Newport News, <http://www.habitat.org>.
- **Hampton Roads Clinic**, Offering outpatient substance abuse counseling, 757-827-8430.
- **Home delivered meals**, Peninsula Agency on Aging 757-873-0541, Hampton/Newport News/York County; 757-229-9250, Williamsburg Area Meals on Wheels.
- **Jack Chase's Bread Ministry**, Help for those destitute but makes too much to qualify for help from social service agencies, 757-273-0818.
- **Kids Priority One**, 757-244-5373, www.kidspriorityone.org.
- **Kool Smiles Dentistry**, 757-588-5665, Newport News; 827-5665, Hampton. <http://www.koolsmilespc.com/index.html>.
- **Langley Family Support Center**, 757-764-3990, LAFB.
- **LINK of Hampton Roads**, Serves children and adults by providing shelter, housing, food, clothing and medical assistance, 757-595-1953 or linkhr.org.
- **Lions Club - Conservation of Hearing and Sight**, 757-594-0082, 13629 Warwick Boulevard Newport News, VA 23602
This program provides eyeglasses, hearing aids, medical and surgical care, and other specific medical services dealing with sight and hearing for eligible individuals. Fees: None
- **Magruder Elementary School**, 757-220-4067, Williamsburg.

- **Malachi House**, Provides help with emergency housing, 757-871-0982.
- **Mary Immaculate Hospital**, 757-886-6000 general information; 757-886-6700 emergency center. <http://www.bonsecourshamptonroads.com/index.html>.
- **MEDICAID**, York County Social Services, 757-890-3787.
- **Menchville House Ministries**, Shelter for women and children in transition, 757-833-5980, menchvillehouse.com.
- **Mt. Vernon Elementary School**, 757-898-0497, Yorktown.
- **Narcotics Anonymous**, 1-800-777-1515.
- **Natasha House**, Providing help with emergency housing, 757-898-1993.
- **Old Towne Dental**, 757-259-3258, Williamsburg.
- **Old Towne Medical Center**, 757-259-3258, Williamsburg. www.james-city.va.us/communityservices/old-towne-medical.html
- **Oxford House Hampton**, Recovery program for women, men only, and women and children, 757-265-6783, Hampton. www.oxfordhouse.org nationwide.
- **Peninsula Child Development Clinic**, 757-594-7319, Newport News.
- **Peninsula Disability Services Board**, 757-926-8634, Newport News.
- **Peninsula Health Center**, 757-594-7305, <http://www.vdh.state.va.us/LHD/peninsula>
- **Peninsula Institute for Community Health (PICH)**, 757-380-8709 Marshall Avenue, Newport News; 757-874-8400 Warwick Blvd, Newport News, www.pich.org.
- **Personal Financial Management Program**, 757-764-3990, for Military, LAFB.
- **Peninsula READS**, Teaches adults the literacy skills needed to participate fully in society, 757-727-1097, Hampton; 283-5776, Denbigh; peninsulareads.org.
- **Peninsula Rescue Mission**, 757-380-6909, peninsularescuemission.org.
- **Planned Parenthood**, Hampton, 757-826-2079, www.ppsev.org.
- **Poison Control Center**, 1-800-222-1222.
- **Project Hope**, Women's support group for emotional, verbal, physical, and sexual abuse/support group or individual counseling for children who have witnessed abuse, 1-877-966-4357, quinrivers.com. 804-966-8720 New Kent Office
- **Pugliese, Richard DDS**, Williamsburg, 757-259-9703.
- **Queens Lake Middle School**, 757-220-4080, Williamsburg.

- **Riverside Regional Medical Center**, 757-594-2000 general information; 757-594-2050 emergency center.
- **Salvation Army**, 757-229-6651, Williamsburg; 757-838-4875, Hampton, <http://www.salvationarmysouth.org/VA.htm>.
- **Seaford Elementary School**, 757-898-0352, Seaford.
- **Serenity House Substance Abuse Recovery Program**, 757-898-9542, www.sh-va.org.
- **Sentara Williamsburg Regional Medical Center**, 757-984-6000 general information; 984-7155 emergency center.
- **National SHARE**, Support for families who have lost a child to miscarriage, neonatal death, or SIDS, 1-800-821-6819. <http://nationalshare.org>
- **Social Security Administration**, 757-873-3914, Newport News; 1-866-592-2669, Hampton.
- **Sudin, Allen DDS**, Hampton, 757-838-0800.
- **Tabb Elementary School**, 757-898-0372, Yorktown.
- **Tabb High School**, 757-867-7400, Yorktown.
- **Tabb Middle School**, 757-898-0320, Yorktown.
- **Tabb Library**, 757-890-5100.
- **The Lackey Free Family Medicine Clinic**, 757-886-0608, www.lackeyfreeclinic.com.
- **The Lamb House**, Offers food and clothing distribution, school supplies, 757-897-1701, Hampton.
- **The Volunteer Center**, Matches people and skills with nonprofit organizations, 757-262-0190, www.1-800-volunteer.org.
- **Transitions Family Violence Services**, 757-728-2638, Hotline 757-723-7774.
- **VA Cooperative Extension**, 757-890-3500.
- **Virginia Dept. of Health, Office of Vital Records**, certified copies of birth, death, marriage and divorce certificates, 1-804-662-6200, Richmond.
- **Virginia Dept. of Motor Vehicles (DMV)**, 1-866-368-5463, www.dmv.state.va.us.
- **VA Dept. of Rehabilitative Services Hampton Office**, 757-865-4863 or 1-800-552-5019.
- **Virginia Employment Commission**, 757-865-5800, Hampton, www.vec.virginia.gov.
- **Waller Mill Elementary School**, 757-220-4060, Williamsburg.

- **WIC (Women, Infant and Children Program)**, 757-886-2810 Newport News; 757-253-4741 Williamsburg.
- **Wright Choices, Inc.**, 534-7903, Hampton.
- **YMCA**, 757-867-3300, Yorktown, www.ymca.net.
- **York County Animal Control Bureau**, 757-890-3601.
- **York County Children & Family Services Head Start – Bethel Manor Center**, 757-890-3893.
- **York County Children & Family Services Head Start – Griffin-Yeates Center**, 757-890-3888.
- **York County Children & Family Services Head Start – Information Hotline (English and Spanish)**, 757-890-3222.
- **York County Children & Family Services Head Start – Yorktown Center**, 757-890-2081.
- **York County Commissioner of the Revenue**, 757-890-3381.
- **York County Church Women United Emergency Food Closet**
757-898-9057, 300 Ella Taylor Road Yorktown, VA 2369. Provides food, where needed, on an emergency basis to York County and Poquoson residents. No fees. Mon., Wed., Fri. 12:30-3 p.m.
- **York County Division of Housing**, 757-890-3885.
- **York County 4-H Programs**, 757-890-4940.
- **York County Parks & Recreation**, 757-890-3500.
- **York County School Board**, 757-898-0300, <http://yorkcountyschools.org>.
- **York County Volunteer Association & Thrift Store (Bargain Box)**, 757-898-8688, 22 Dare Road Grafton, VA 23692. Emergency food, fuel, clothing, shelter and other items are available to York County residents that qualify. All donations are redistributed back into York County. Thrift Shop offers items for sale
- **York High School**, 757-898-0354, Yorktown.
- **York/Poquoson Sheriff's Office**, 757-890-3630.
- **York/Poquoson Social Services**, 757-890-3787.
- **Yorktown Elementary School**, 757-890-0358, Yorktown.
- **Yorktown Library**, 757-890-3377.
- **Yorktown Middle School**, 757-898-0360, Yorktown.

Building for the Future

This child care receives
Federal cash assistance to
serve healthy meals to your children.
Good nutrition today means
a stronger tomorrow!

Meals served here must meet
nutrition requirements established by USDA's
Child and Adult Care Food Program.

Questions? Concerns?

Call USDA toll free: **1-866-USDA CND**
(1-866-873-2263)

Visit USDA's website: **www.fns.usda.gov/cnd**



United States Department of Agriculture
Food and Nutrition Service
FNS-317
June 2000
Revised June 2001

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AND JUSTICE FOR ALL

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mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:
(202) 690-7442; or

email:
program.intake@usda.gov.

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Para presentar una queja por alegada discriminación, complete el formulario de quejas por discriminación del programa del USDA, AD-3027, que podrá encontrar en línea en http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf o en cualquier oficina del USDA o escriba una carta dirigida al USDA que incluya toda la información solicitada en el formulario. Para solicitar una copia del formulario de presentación de quejas, comuníquese al (866) 632-9992. Envíe su formulario o carta completos al USDA por

correo:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:
(202) 690-7442; o

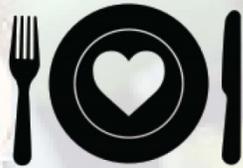
correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

WIC

At - A - Glance

WIC gives access to healthy food, nutrition education and breastfeeding support. If you're pregnant, a caregiver, or a mom with a child under 5, you can get the right personalized support for you and your family.



Nutrition Education

- Shopping guidance
- Prenatal nutrition tips
- Kid-friendly recipes
- Personalized nutrition counseling

Breastfeeding Support



- Support and education
- Peer counseling
- Lactation support
- Classes and information

- Fresh fruits & vegetables
- Milk, cheese & more
- Cereal & other grains
- Peanut butter, beans & More



Healthy Food Options

- Social services
- Substance abuse
- Health screenings
- Immunization services

Referrals & Resources



This institution is an equal opportunity provider.

WIC At - A - Glance

WIC clinics statewide are now issuing eWIC cards to WIC families. WIC participants use their eWIC card like a debit card to purchase WIC approved foods at authorized WIC grocery stores.

Is Virginia WIC For Me?

Must Be:

- A Virginia resident
- A pregnant woman, breastfeeding woman, or the parent of a child aged birth to five years old
- Household income eligible (*Ex. family of four can earn \$45,510 or less yearly or \$3,793 or less monthly*)
- Assessed as having a nutritional risk

EBT Benefits:

- Electronic payment system
- Each WIC family gets one eWIC card
- Family's food benefits are added together
- Food benefits are kept in a special family account

Next Steps

Contact Virginia WIC @
1-877-TELL-WIC (835-5942)
to connect to a local clinic, check eligibility,
and set up an appointment



FAMIS: Virginia's Health Insurance Program for Children

Protection Your Children Deserve at a Price You Can Afford

1. What are FAMIS and FAMIS Plus?

FAMIS is Virginia's health insurance program for children. It provides access to quality health services for children who do not have health insurance.

FAMIS Plus is Virginia's name for children's Medicaid. FAMIS Plus also provides great benefits and covers children in families with low or no income, even if the children are covered by health insurance.

When you apply for coverage, your children will be considered for both FAMIS and FAMIS Plus.

2. What's Covered?

FAMIS and FAMIS Plus cover your children for:

- Doctor visits
- Hospital and emergency care
- Well-child and well-baby checkups
- Shots
- Prescriptions
- Tests and x-rays
- Vision and dental care
- Mental health care
- And more....

There are no monthly or yearly costs to your family with FAMIS or FAMIS Plus. For children enrolled in FAMIS only, there are small co-payments (\$2 or \$5) for certain medical care.



DMAS 0117
English

1-855-242-8282 ♦ TTY: 1-888-221-1590 ♦ www.coverva.org

3. Who Qualifies?

Children may be eligible for FAMIS or FAMIS Plus if they:

- Live in Virginia
- Are under age 19
- Are U.S. citizens (some non-citizens also qualify). A parent's citizenship is not considered.
- Meet certain income criteria (see below)

FAMIS Income Limit (Gross)*

Family Size	Monthly	Yearly
1	\$2,061	\$24,723
2	\$2,775	\$33,292
3	\$3,490	\$41,861
4	\$4,203	\$50,430
5	\$4,917	\$58,999

*Effective January 31, 2017. Income limits are adjusted annually. Call for additional guidelines.

Immigrant families with enrolled children will not be labeled a public charge. Receiving FAMIS or FAMIS Plus will not affect a families' ability to obtain U.S. citizenship.

4. How do I apply?

Applying for FAMIS and FAMIS Plus is easy. Just call toll-free 1-855-242-8282. Interpreters are available. Our representatives will connect you with someone who speaks your preferred language.

Or log onto commonhelp.virginia.gov to apply online.

You may also apply at your local Department of Social Services.

For a list of documents you will need when you apply, visit www.coverva.org and click on the Apply page. You will be asked to provide proof of the children's immigration status if they are not U.S. citizens. If your child is a U.S. citizen, you will be asked to provide your child's Social Security number on the application.

**Department of
Community Services**

**Brian P. Fuller
Director**

Administration
Children and Family Services
Housing and Neighborhood Revitalization
Juvenile Services
Parks, Recreation and Tourism

CACFP Non-pricing Child and Adult Day Care Centers

York County Head Start announces the sponsorship of the **Child and Adult Care Food Program (CACFP)**.

The same meals will be available at no separate charge to all participants at each CACFP facility without regard to race, color, sex, national origin, age, disability, or sexual orientation.

To file a complaint complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
fax: (202) 690-7442; or
email: program.intake@usda.gov.

Meals will be provided at each center:

Griffin Yeates Head Start 1490 Government Road, Williamsburg, VA 23185

Bethel Manor Head Start 1797 1st Street, Hampton, VA 23665

Yorktown Head Start 131 Seige Lane, Yorktown, VA 23692

CDR First Steps 1490 Government Road, Williamsburg, VA 23185

For further information please contact: ***Amber Richey 757-890-3888***

You may also contact the Virginia CACFP State Agency at the Virginia Department of Health Division of Community Nutrition for more information by calling: 1-877-618-7282 or emailing CACFP@vdh.virginia.gov.

224 Ballard Street • P.O. Box 532 • Yorktown, Virginia 23690-0532
(757) 890-3880 • Fax (757) 890-4100 • TDD (757) 890-3621
☞ *A Hampton Roads Community* ☞